GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:5688
ANSWERED ON:07.04.2017
BPO Doctor on Call
Chavan Shri Ashok Shankarrao;Radhakrishnan Shri T.;S.R. Shri Vijay Kumar

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government proposes to start the country's first Health BPO Doctor on call;

(b) if so, the details thereof along with the aims and objectives thereto;

(c) the time by which it is likely to be made functional; and

(d) the other steps taken/being taken by the Government to reduce pressure on hospitals?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SMT. ANUPRIYA PATEL)

(a) to c): Yes. Government proposes to start "Doctor on Call (DoC)- 24*7 National Health Help Line" for addressing the medical queries of the citizens telephonically. The expected objectives of this scheme are:

i. Decrease in personal visit at medical health care centre thus reducing the load at Govt. Hospitals.
ii. Speedier Consultation.
iii. Increase in Govt. To Citizen/Citizen to Govt. Interaction.
iv. Helps in building trust factor in government services and deliverables

The scheme is yet to be approved by competent authority.

(d): Following steps are taken/being taken by the Government to reduce pressure on hospitals:

â€¢ Primary Health Centres and Sub centres are being strengthened by increasing the number of services provided from these facilities. Sub-centres are being expanded into Health and Wellness Centres with additional human resources in phased manner to provide enhanced health services.

â€¢ Government is establishing telemedicine centres in rural areas for virtual consultations with specialists by utilizing Telecom/SATCOM infrastructure.
â€¢ Online Registration System (ORS) has been introduced for scheduling appointments with doctors and specialists at major tertiary care hospitals by citizens reducing long queue and rush at the hospitals.